

August 2, 2012

Postal Regulatory Commission  
901 New York Ave NW, Suite 200  
Washington, DC 20268

Reference: PRC Docket # MC2012-26

Dear Commissioners,

We are the franchisees/owners of three locations of The UPS Store in Shawnee, KS and Kansas City, Ks employing twelve people from our community. We are writing to ask that you disallow the United States Post Office's "enhanced" services to Post Office Box customers, specifically:

1. Acceptance of third-party parcels and other items from UPS, FedEx, DHL and other non-USPS carriers, a practice that has been prohibited for many years.
2. The new ability to use the street address of the Post Office where the Post Office Box is located, rather than the conventional "PO Box 123, Anytown, MA 01234."
3. The new ability of Post Office Box customers to use the "#123" designation instead of the conventional "PO Box 123" form of address.
4. E-mail / text message notification to PO Box customers of items received. ("Real Mail Notification")

These new business practices place the United States Postal Service in direct and unequal competition with thousands of small businesses across the country. For most store owners like us, our businesses are privately owned and represent the sole source of our income. This new form of competition from the USPS will result in significant loss of revenue and damage to our business. In addition to the personal impact, this will also negatively impact the jobs of the people we employ.

As a Commercial Mail Receiving Agency (CMRA), our business is regulated and inspected by the USPS. There is no other enterprise in our society where one competitor can regulate another, even to the point of requiring them to turn over their customer list on a quarterly basis. As a CMRA, we operate under other unfair rules, such as the ability of a postal customer to change his address from a PO Box to another address with a simple "Change of Address" form, while customers of a CMRA such as our store are not allowed to do this. When a CMRA mailbox customer moves, we are required by the USPS to receive the customer's mail for six months following termination and cannot re-mail it without paying for new postage.

As noted in PRC Order No. 1366, "the Postal Service has not submitted an appropriate filing that describes the nature and implementing rules for these enhanced services." The USPS failed to follow the rules in rolling out these new services, and made a unilateral decision and executed it without the necessary filings. What the USPS is doing is fundamentally wrong. A financially viable Post Office is an important part of our business, but not at our expense. A relationship with the USPS is a careful balance of competition and support. We work closely in partnership

with our local post offices; however, this new offering and the way it's been implemented is clearly not being implemented fairly.

Thank you for your time and kind attention to this matter. Please do not hesitate to contact us if you have any questions or concerns.

Sincerely,

Curtis & Pam Cooper  
The UPS Store #4701, 5094, and 5841  
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Copy to: Independent Coalition of Franchisee Owners, [info@theicfo.org](mailto:info@theicfo.org)